

41319-94734

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**In the application of** : Mannion, Liam  
**Serial No.** : 10/650,227  
**Filed** : August 28, 2003  
**For** : Improved Load Balancing in a Network of  
Call Centers  
**Examiner** : Nguyen, My Xuan  
**Art Unit** : 2617  
**Customer number** : 23644

**RESPONSE TO OFFICE ACTION MAILED SEPTEMBER 28, 2006.**

Honorable Director of Patents and Trademarks  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed September 28, 2006, it is requested that the application be amended as follows: